

I rarely use VRS but when I do, I have to wait a long time to have an agent come online and help me complete the call. I find that unacceptable. Sometimes I am in a situation where I need to obtain information or other services in a hurry even though it is not an emergency and the wait is often too long. I've waited up to 30 minutes before a call can even begin. This is a major reason why I still use type text using the Internet for my relay calls. I've gotten to the point where I don't use the TTY for the deaf except for a last resort or when I must communicate with another TTY. I would like to see improvements in the area of wait times in addition to the other issues that are being brought up. One issue I am in agreement about is that consumers should not be restricted to just one VRS provider especially in the case of an emergency - any kind of emergency. I certainly hope that you will address all the issues that are being brought up and an acceptable remedy for VRS can be made to satisfy most consumers. We should not allow "monopoly" for any single VRS provider when dealing with consumers. Consumers, regardless of disability or other status, have the right to choose whoever they wish to communicate with anywhere, anytime. At present, some VRS providers are restricting this access and that brings to mind the early 1980s when only one relay service was available within the State of California. In those days, relay services were very limited - not even 24/7. As most consumers are aware, VRS providers are reimbursed for the cost of the calls being made by the consumers and this restriction of access should not be allowed at any time. Thank you.